

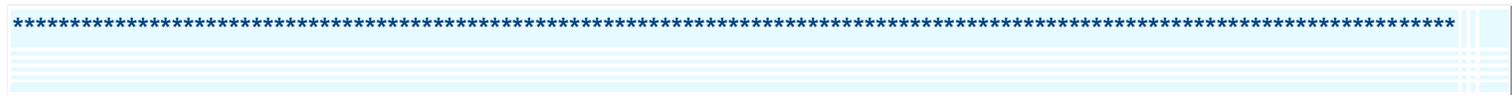
Department of Social and Health Services  
Community Services Division  
**Social Services Manual**

Revision: # 139  
Category: **Program Standards DCS Good Cause**  
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**Summary**

Updated social service handbook program standards, good cause with the time frame for reviewing a good cause claim from six to twelve months to match the rest of the good cause instructions.

The ACES User manual and EAZ manuals have been updated in tandem with this revision.



## Program Standards

### GOOD CAUSE

- Required  
Actions
- Social Workers must determine whether clients have "Good Cause" to **not** cooperate within 30 days of referral.
  - For DCS - Review physical or emotional harm to child or caregiver periodically (usually every twelve months)
  - For WorkFirst - prior to sanctioning, the Social Worker may participate in case staffing, or consult with WorkFirst Program Specialist, to review reasons for non-participation. (See standards for [Case Staffing](#))

Time  
Frames

- 30 days of request for good cause determination